

FY 2007 Annual Program Performance Measures

DEPARTMENT: MICHIGAN DEPARTMENT OF LABOR & ECONOMIC GROWTH

APPROPRIATION UNIT: Workforce Programs **PROGRAM:** Bureau of Workforce Programs

TIMELINE: October 1, 2007, through September 30, 2008

PROGRAM MISSION STATEMENT (Customer-Focus Direction)

We will assist employers, workers, and intermediaries in growing jobs/careers and taking full advantage of opportunities within a rapidly changing global economy.

PROGRAM STATEMENT

The Bureau of Workforce Programs consists of the Director's office and four divisions collaborating efforts to develop, administer, manage, and monitor workforce development services. It connects federal, state, local organizations, and entities in order to maximize human capital in support of coordinated economic and workforce development throughout Michigan.

Director's Office: Provides overall coordination and implementation of the state's Workforce Investment System. Responsible for collaborating with other state partners to successfully implement the Governor's No Worker Left Behind Initiative across federal, state, and foundation funded programs.

Field Services Division: Provides employment and related services to targeted populations including veterans, migrant seasonal farm workers, and workers with disabilities in the 100 Michigan Works! Service Centers and other locations throughout the state.

Labor Exchange Services Division: Provides overall direction for program and customer support of the Michigan Talent Bank, development and maintenance of the Michigan Jobs and Career Portal website, and its content, including the development and updates of 430 Michigan Occupational Reports, training/capacity building of the workforce development system, and administration of the state's Foreign Labor Certification Program.

Program Development Division: Provides leadership and manages workforce program planning, development, and budgeting, supports pilots, special initiatives, and research projects.

Targeted Workforce Services Division: Provides specialized services to targeted populations, including recently separated veterans returning to Michigan, workers with disabilities, and the public labor exchange system in the City of Detroit.

FUND SOURCE:

Federal Funds – USDOL (Workforce Investment Act, Trade Adjustment Assistance Act, Veterans Employment Training and Services, Wagner-Peyser, Foreign Labor Certification, Disability Program Navigator, Workforce Innovation for Regional Economic Development {WIRED}); HHS – Temporary Assistance for Needy Families;; USDA – Food Assistance

General Fund/General Purpose Funds

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LEGAL BASIS:

Michigan Public Act 118 of 2007 – Senate Bill 234
Michigan Public Act 156 of 2005 (FY 2006 boilerplate)
Trade Adjustment Assistance Act of 1974
Workforce Investment Act of 1998
Food Stamp Program of 1977 (re-authorized under the Food Security and Rural Investment Act of 2002)
Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA) of 1996
The Deficit Reduction Act of 2005 (Reauthorization of TANF)
45 Code of Federal Regulations Part 260 et.al. [260-265] - Social Security Act
State of Michigan Public Act 280 of 1938 and subsequent amendments
Wagner-Peyser Public Act 107-288 of 2002
Federal Worker Adjustment and Retraining Notification Act (WARN) of 1988
Jobs for Veterans Act PL 107-288
20 CFR 653.000- Subpart- B – Services for Migrant and Seasonal Farmworkers (MSFW)
29CFR. Part 37 – Sections 37.23 thru 37.28- Discrimination complaints

CUSTOMER IDENTIFICATION:

Customers - Legislature; Department of Labor & Economic Growth's Executive Office; Finance Monitoring Division; Michigan Works! Agencies; Labor organizations; Business organizations (Chamber of Commerce); Community and Faith-Based organizations; Employers; Job seekers; Economic development organizations; Family units, Media, Workforce Development Boards/Education Advisory Groups; students; and citizens of the State of Michigan

Stakeholders - Governors Office; Council for Labor & Economic Growth; Educational Institutions; Department of Human Services; United States Department of Labor; Unemployment Insurance Agency; Michigan Rehabilitation Services; Foundations; Michigan Department of Information Technology; Michigan Economic Development Corporation; United States Department of Health and Human Services; and the private citizens; Casey Foundation; United States Department of Agriculture; Michigan Works! Association; Michigan Works! Agencies, National Governors Association

CRITICAL GOALS/MAJOR OBJECTIVES

Program Goals:

12/17/2007

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Oversee the Implementation of the No Worker Left Behind Initiative

- Better address the workforce needs of employers and workers through No Worker Left Behind initiative.

<u>Highlight status</u> Gr Green	<u>Strategy</u> Accelerate worker transitions by training 100,000 people over the next three years. Comment: <u>Strategy</u> Align the use of existing training resources into one, easy-to-use system for employers & workers. Comment: <u>Strategy</u> Encourage innovative training delivery systems within the community college system. Comment: <u>Strategy</u> Implement Communication Strategy Comment:
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Enhancement/Expansion of Workforce Development Service Delivery Capacity

- Enhance the effectiveness of 21st Century regional planning through the provision of technical assistance.

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<u>Highlight status</u> Gr Green	<u>Strategy</u> Provide technical assistance to manufacturing employers experiencing stress through contracts with Michigan Manufacturing Technical Center and University of Michigan (GLTACC/AMAP). Comment: <u>Strategy</u> Increase the number of displaced workers who participate in the Rapid Response opportunities through peer counseling. Comment: <u>Strategy</u> Better coordinate employer contacts and respond to employer needs through training in the Business Solutions program. Training will be provided both centrally and on a regional basis. Comment:
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- Better address the workforce needs of employers and workers through regional and sector strategies such as Mi Regional Skills Alliances (MiRSA*) and Workforce Innovation in Regional Economic Development (WIRED).

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<u>Highlight status</u> Gr Green	<u>Strategy</u> Issue a Request for Proposals for new RSAs by December 31, 2007, in order to have contracts signed no later than July 1, 2008. Comment: <u>Strategy</u> Provide technical assistance to RSAs through Learning Institutes, regional forums, onsite visits, and the RSA website. Comment:
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- The MI Opportunity Partnership will increase placement of unemployed workers and training opportunities in high demand occupations

<u>Highlight status</u> Gr Green	<u>Strategy</u> Coordinate with DLEG media office to plan a public event to celebrate meeting the goal of 110,000 jobs filled by April 30, 2008 (30,000 in year 1, 40,000 in year 2 and 40,000 in year 3). Comment:
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- Assist in the development of regional partnerships and strategic plan development.

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<u>Highlight status</u> Gr Green	<u>Strategy</u> Rapid Response Section staff will participate in Business Solutions Professional training beginning January 2008. Comment: <u>Strategy</u> Rapid Response Section will maintain its database to support technical assistance to the Michigan Works! Agencies. Comment: <u>Strategy</u> Rapid Response Section will provide monthly reports on companies experiencing major downsizing or closures to the governor's office, DLEG executive office, and the local Michigan Works! Agencies. Comment:
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- Implementation of the Jobs, Education and Training (JET) Pilot Program

<u>Highlight status</u> Gr Green	<u>Strategy</u> Successfully implement the JET Program statewide during Fiscal Year 2008 for the purpose of enhancing the delivery of employment and training services to recipients of public assistance. Comment:
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- Address the workforce development and job training needs of Dislocated Workers adversely affected by foreign trade.

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<u>Highlight status</u> Gr Green	<u>Strategy</u> Partner with Michigan Works! Agencies, Unemployment Insurance Agency and organized labor to implement and deliver services provided by the Federal Trade Adjustment Assistance Act of 1974, as amended to eligible individuals impacted by foreign competition. Comment: <u>Strategy</u> WIA/TAA Section staff will provide and attend, TAA orientation sessions for the presentations on benefits available through TAA for eligible program participants. Comment: <u>Strategy</u> WIA/TAA staff will provide technical assistance to appropriate entities, in the preparation and submission of petitions seeking company certification under TAA. Comment:
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- To provide services to the populations described in the Workforce Investment Act of 1998.

<u>Highlight status</u> Gr Green	<u>Strategy</u> Work in partnership with MWAs to meet or exceed all 17-performance measures established by the federal Workforce Investment Act of 1998 for Adults, Dislocated Workers, and Youths. Comment:
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- Provide Wagner-Peyser labor exchange services to Michigan's universal population including employers, job seekers, and unemployment insurance claimants through local Michigan Works! Agencies utilizing state infrastructure systems.

<u>Highlight status</u> Gr Green	<u>Strategy</u> Develop and issue annual Wagner-Peyser Employment Service (ES) planning instructions and allocate funding to 25 Michigan Works! Agencies to maintain workforce development programs in the local One-Stop Centers by June 30, 2008. Track the performance, on an ongoing basis, of the Michigan Works! Agencies with regard to the labor exchange performance measures of Retained Employment, Entered Employment, and Average Earnings. Comment:
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- Enhancement of the Michigan Talent Bank

<u>Highlight status</u> Gr Green	<u>Strategy</u> Make improvements to the MTB based on recommendations from customer surveys and the MTB Work Group (representatives of the workforce development system) in collaboration with the Department of Information Technology. Comment:
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- Provide career links to over 50,000 resources and enhance the Michigan Career Portal Website

<u>Highlight status</u> Gr Green	<u>Strategy</u> Expand the links to pertinent resources and tools. Update career information content. Post and maintain Job/Career Fairs in Michigan. Comment:
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- Use Value Added Performance Improvement System (VAPIS) as a state and local level program management tool.

<u>Highlight status</u> Gr Green	<u>Strategy</u> VAPIS is an evidence-based system that allows adjustments to Workforce Investment Act, Wagner-Peyser, and Work First performance factors for state and local workforce agencies, to account for factors outside the control of local administrators. It is a management system that offers tools to help administrators to improve their value added to customers. Comment:
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- Continue to perform customer satisfaction analysis.

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<u>Highlight status</u> Gr Green	<u>Strategy</u> Conduct customer satisfaction and the mystery shopper survey. Comment:
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Identify and Serve Targeted Populations

- Coordinate with other partners to assist foster youth with services to sustain independent living.

<u>Highlight status</u> Gr Green	<u>Strategy</u> Collaborate with Department of Human Services, the Casey Foundation, Michigan Youth Forum Counsel, and other partners to administer the Foster Youth Demonstration Project that will assist 100 foster youth aging out of foster care, homeless youth, youth offenders, and at-risk youth to successfully achieve independent living status by providing comprehensive services in an environment of high expectations and unconditional support. Comment:
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- Build an infrastructure through collaborative networks that guide economic and social policy in order to connect youth with high quality education, employment services and connecting activities for successful transition into responsible adult roles.

<u>Highlight status</u> Gr Green	<u>Strategy</u> Develop a statewide strategic plan to better coordinate services to Michigan's disadvantaged youth. Comment:
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- Coordinate the development and delivery of employment and training services to eligible inmates and newly released prisoners.

<u>Highlight status</u> Gr Green	<u>Strategy</u> Collaborate with the Department of Corrections and other partners to administer and maintain the statewide efforts of the Michigan Prisoner Re-entry Initiative in September 30, 2008. Comment:
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- Provide employment services to veterans to assist in finding and retaining employment and work with employers to increase employment opportunities for veterans.

<u>Highlight status</u> Gr Green	<u>Strategy</u> Each Disabled Veteran Outreach Worker (DVOW) will ensure an average of 72 veterans receiving enhanced employment services enter employment annually. Comment:
	<u>Strategy</u> Each Local Veterans Employment Representative (LVER) will visit a minimum of 10 employers each month to promote the hiring of veterans. Comment:
	<u>Strategy</u> Project Michigan's Opportunities for Veteran Employment (MOVE) staff will maintain and keep current the list of recently separated Michigan veterans and provide it to planners of job fairs and other opportunities for hiring veterans. Comment:

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	<p>Strategy Project MOVE staff will ensure that employers seeking workers are registered appropriately on the Talent Bank in order to better satisfy employer requirements.</p> <p>Comment:</p>
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- Administration of the Disability Program Navigator Services

<p><u>Highlight status</u></p> <p>Gr Green</p>	<p><u>Strategy</u> Administer and maintain the Disability Program Navigator (DPN) Program that assists individuals with disabilities in navigating the employment services system and related services available through One-Stop Centers.</p> <p>Comment:</p> <p><u>Strategy</u> Will host monthly teleconferences with the 10 navigators to provide program updates and share navigator experiences.</p> <p>Comment:</p> <p><u>Strategy</u> Administer and maintain a list serve that provides daily information sharing amongst the disabled community.</p> <p>Comment:</p> <p><u>Strategy</u> Develop DPN performance report by June 30, 2008.</p>
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	<p>Comment:</p> <p><u>Strategy</u> Attend national DPN training in March of 2008.</p> <p>Comment:</p>
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- Carry out functions as prescribed by the federal Migrant and Seasonal Farm Worker statute, CFR20, 653.108

<p><u>Highlight status</u></p> <p>Gr Green</p>	<p><u>Strategy</u> State Monitor Advocate will audit Michigan Works! One Stop Centers, to ensure they are meeting federal regulation compliances regarding Migrant Seasonal Farm Workers (MSFW).</p> <p>Comment:</p> <p><u>Strategy</u> Maintain and track usage of the Michigan Agricultural website (www.michaglabor.org) that is used primarily by Migrant Seasonal Farm Worker population, growers and advocacy groups.</p> <p>Comment:</p> <p><u>Strategy</u> Continue to market the MSFW program through the media and technology.</p> <p>Comment:</p> <p><u>Strategy</u> Educate MSFWs about the No Worker Left Behind initiative.</p> <p>Comment:</p>
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	<u>Strategy</u> Complete statewide prevailing practice surveys and prevailing wage surveys. Comment:
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- Manage and promote the Fidelity Bonding Program as an incentive for employers to hire high-risk job seekers.

<u>Highlight status</u> Gr Green	<u>Strategy</u> Provide presentations and technical assistance to the Michigan Works! Agencies staff, employers and high-risk job seekers. Comment:
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- Provide employment services to migrant and seasonal farm workers to assist in finding and retaining employment for the duration of the growing season, and work with employers to increase employment opportunities for migrant and seasonal farm workers.

<u>Highlight status</u> Gr Green	<u>Strategy</u> Each Agriculture Employment Staff will ensure an average of 85% of migrant and seasonal farm workers receiving mediated employment services enter employment following services. Comment:
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PROGRAM EFFECTIVENESS (Current Year)
Program Goals/Metrics

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- Meet the program performance standards as established by the federal government.
- Support initiatives by the Department of Labor & Economic Growth and the Executive Office as they are developed.

Performance Measures

- Utilization of Common Measures for USDOL programs.

Program Improvements Made

- Expansion of the Jobs, Education, and Training Program and utilization of the Value Added Performance Improvement System.
- Support the intent of the NWLB program to enable workers to acquire the skills necessary to succeed in the fast-changing global economy of the 21st century. Having an adaptable, highly skilled workforce is central to Michigan's strategy for economic transformation.
- Implemented the Value Added Performance Improvement System.
- Expanded and modified the One-Stop Management Information System to collect and report statistics on No Worker Left Behind participants.

CHALLENGES

- The need for additional funding of JET and TAA,
- The need to fill vacancies and increase the FTEs to meet the continuous workforce demands and initiatives,
- Uncertainty of the impact of TAA and WIA reauthorization at the federal level.

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Program Performance Measures Data

Fiscal Year 2007 Detail (10/01/2006 -09/30/2007)

TRADE PROGRAM

Number of Individuals:

23,466	Eligible for Services
16,681	Participants Enrolled
5,384	Enrolled in Training
617	Completed Training
1,071	Obtained Employment

WIA PROGRAMS (Adult, Youth, Dislocated Worker)

Program Year 2006 Detail (07/01/2006 – 06/30/2007)

ADULT

14,849	Adults Served by the 25 local Michigan Works! Agencies
8,157	Adults Receiving Job Training
5,523	Adults Employed at an Average Hourly Wage of \$10.37
\$1.40	Return on Every Dollar Invested

YOUTH

13,997	Youth (age 14-21) Served by Local Michigan Works! Agencies
8,168	Youth (age 14-18) Attained Skills
1,010	Youth (age 19-21) Were Employed
\$8.41	Average Hourly Wage of Employed Youth

DISLOCATED

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WORKER

13,872 Dislocated Workers Served by Michigan Works! Agencies
37,064 Dislocated Workers Received Training
5,015 Dislocated Workers Employed at an Average Wage of \$12.53

\$1.53 Return on Every Dollar Invested

WORK FIRST PROGRAM

Fiscal Year 2007 Detail (10/01/2006 - 09/30/2007)

95,004 Served
37,064 Employed
\$8.09 Average Starting Wage
19,037 Family Independence Program Cases Closed Due to Income

WAGNER-PEYSER PROGRAM

Program Year 2006 (07/01/2006 - 06/30/2007)

498,721 Total Participants
44,732 Veterans Served
201,351 Entered Employment
188,749 Retained Employment for PY 2006

\$12,108 Average Earnings for Six Months